



Complaints Procedure

Last updated: March 2025

Next update: March 2026

Hove Micro-School aims to respond to complaints in the most direct manner possible. Given the 'family style' nature of the school and the good relations that the school has with parents/carers, we anticipate that most parents/carers will be able to resolve problems by talking directly with the teacher and/or Head of School.

This procedure outlines the stages and timescale that a complaint might take if it were to become more serious.

The difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

(Ref: DfE Model Complaints Procedure for Schools 2019)

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing (email, letter or complaint form) or by telephone. It may also be made by a third party acting on your behalf, as long as they have appropriate consent to do so. If you wish to raise a concern, i.e. seeking reassurance about a particular issue, your first point of contact is usually your child's class teacher. If you have difficulty discussing a concern with a particular member of staff, please contact the head of school. Similarly, if the member of staff directly involved feels unable to deal with a concern, they may refer you to another staff member, who may be more senior but does not have to be.

If you wish to make a formal complaint, you should follow the stages outlined in this procedure. It is helpful if you complete the complaint form at the end of this procedure as it ensures the school has all the necessary details about the complaint. However, you may also raise your complaint in person or by telephone, in which case the person you raise the complaint with will complete the form.

The school will only accept complaints from pupils who are currently on roll at the school or if the complaint relates to when the pupil was at the school and is within 3 months of their departure.

Formal complaint procedure

Stage 1 (informal)

- All complaints should be referred to the head of school



- If an informal complaint is not resolved within 14 days, then the Formal Complaints Procedure should be followed.

Stage 2 (formal)

- Any official complaint that is referred directly to the head of school will be recorded in the using the 'formal complaint form' and stored securely in the office filing cabinet
- A written statement of the full nature of the complaint will be necessary for it to be recorded in the Complaints File
- The Complaints Procedure is designed to help resolve specific issues of concern: generalised grievances will have to be broken down into individual complaints to be recorded
- The Complaints File will record the date of the complaint, the nature of the complaint and will indicate the action to be taken because of the complaint, whether it is upheld or not. The school will record in the complaints file if the complaint is resolved at this stage
- Action to resolve complaints will invariably involve an interview with Rachael Ammari to investigate the nature of the complaint
- Complaints will be investigated as soon as reasonably possible, but in any event an interview with the head of school will be offered within three days
- The aim is to resolve the Formal Complaint within 21 days of it being logged. If a formal complaint is not resolved within 21 days, then a complaints hearing will be held within 10 days

Stage 3 (panel hearing)

- If the school needs to set up a hearing, we will invite an Independent Panel of at least three people who have not been directly involved in the matters in the complaint. At least one of these people will be independent of the running and management of the school. We have a list of people we might invite who are familiar with the school and its ethos and who are prepared to act in this capacity.
- The parent/carers can also bring an independent party to this panel hearing, or to any interview during the Complaints Procedure. Records of these meetings will be available to all those in attendance. However, correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them
- The findings of the independent panel will be kept in the Complaints file in the office and copies will be given to the complainant and to the person complained about, if applicable



- Minutes will be taken of interviews and recorded in the Complaints File. Both parties will have the opportunity to comment upon the minutes
- If the complaining party wishes to have a confidential, unrecorded interview with head of school, Rachael Ammari, this will be considered to be outside the remit of the formal Complaints Procedure, which is open and accessible to inspection
- It may be necessary to gather evidence to investigate the relevance of a complaint. If this is the case, the school will act quickly and fairly to gather the relevant information and will always attempt to cause the minimum disruption to the happiness and well-being of the children at the school
- If there is an irreparable breakdown in communication such that the complaining party does not feel able to resolve the complaint using the Complaints Procedure, it may be superseded by the legal process
- At any point in the process, the complainant may contact relevant external institutions. Minutes and records will be made freely available.

Formal Complaint Form

Your Name: _____ Date: _____
Title: _____ Phone Number: _____
Status: ____ Employee ____ Parent Other (Specify) _____

Complaint Information

Date of Incident: _____ Time of Incident: _____
Location of Incident: _____

Please describe the incident in detail (use additional pages if necessary):

If there are others who have witnessed the incident, please provide their names and phone numbers below:



Is this the first time you have raised this concern about this person/issue?

____ Yes ____ No

Do you have any suggestions for resolving the complaint? If so, please explain.

Do you have any additional information or complaints? If so, please explain.

Signature: _____

Print Name: _____

This form should be emailed to rachaelammari@hovemicro-school.com